



REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

<u>Date:</u> 17Dec18	<u>Interviewer:</u> Drew	RFA #18-87
<u>Name of Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED]		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u>		
<u>Contact Numbers (telephone, e-mail, etc.):</u>		

To the best of your knowledge, please fill out the following:

Interviewee Status: ☐ Male ☒ Female ☐ Other :
 ☐ He/Him/His ☒ She/Her/Hers ☐ They/Them/Theirs ☐ Other :
 ☐ Administrator ☐ Faculty ☐ Staff ☐ Student

Concern Regarding: ☒ Male ☐ Female ☐ Other:
 ☐ He/Him/His ☐ She/Her/Hers ☐ They/Them/Theirs ☐ Other :
 ☐ Administrator ☐ Faculty ☐ Staff ☐ Student
 ☐ Other:

Category: *(Please check at least one)*

- | | | | | |
|--|---|---|-------------------------------------|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Color | <input type="checkbox"/> Creed | <input type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> National Origin | <input type="checkbox"/> Race | <input type="checkbox"/> Religion | <input type="checkbox"/> Retaliation |
| <input checked="" type="checkbox"/> Sex/Gender | <input checked="" type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression | | | | |

Time Line		
Date	Item	Comments
17 Dec 18		DTN followed up on CARE Report regarding incident occurring on a bus on 13 Dec 18. DTN tried calling at 4:28 p.m. on 17 Dec 2018. Mailbox was full and couldn't leave a voice msg. DTN sent email with resources and outreach at 4:35 p.m. 17 December 2018.
20 Dec 18		[REDACTED] emailed DTN that she will follow up when qtr begins
14 Jan 19		DTN emailed follow up.
18 Jan 19		Following up on the CARE Report, DTN and SGS were able to

		<p>schedule a meeting with [REDACTED] and [REDACTED]. The Holiday Break added a logistical hurdle in order to have a prompt meeting following the initial CARE Report. [REDACTED], and [REDACTED] got on and at some time he emphasized that his last stop is at Viking union. Once the 3 students got to VU, he said I'm not supposed to go past this spot. [REDACTED], and [REDACTED] got to the stop sign where the gate is. He stopped there for 2 minutes or so and it was around 0252. He started to move really slowly, turned off the light, and said you're not on this bus, so nobody can see you. He said he can go to the ridge but couldn't go all the way to Fairhaven. He said he could take the one person that needed to go to Fairhaven as far as the rec center, but that was all.</p> <p>He asked what they were doing that night and they said "we were at a friend's house."</p> <p>He stopped at the Ridge and they were getting off the bus. He asked if someone was going to go to the Fairhaven and they said no, "we're all getting off at the ridge." He asked if one of them was going to have to walk down that steep hill and they said, no, they're not, we're staying at dorm at the Ridge. As they were leaving he was asking what we were going to do on our Christmas break.</p>
5 Feb 19		<p>DN and SGS met with [REDACTED] and [REDACTED] in DN's office to discuss a recent phone call with [REDACTED]. Discussed bus driver's apparent intent as well as how the bus driver could've done better, including explaining why he stopped and why he was turning off the lights. Discussed resolution with [REDACTED] and [REDACTED]. Brought up the idea of no more extended route (i.e., stick to the current policy of not driving past the VU) and making sure there is no small talk by the driver. Discussed bus driver training provided by [REDACTED] and [REDACTED] still not comfortable riding the bus unless there are more students on the bus when they are on it. DN and/or SGS will follow up with [REDACTED] to discuss training, keeping to the route, no small talk, and the students' concerns and then follow up with [REDACTED] and [REDACTED] to close the loop. [REDACTED] and [REDACTED] appeared satisfied with the outcome.</p>
22 Feb 19		<p>After repeated attempts and meeting cancelations, DN was able to schedule a meeting with [REDACTED] of the [REDACTED] for</p>

		25 Feb 19 to discuss the RFA.
26 Feb 19		DN and SGS spoke with [REDACTED] to discuss the student's desires for the bus driver to stay on the route and the protocol and that [REDACTED] had supervisor talk with the bus driver. Bus driver understands. [REDACTED] is happy to have the bus drivers stay on protocol.
27 Feb 19		DN left voice message on [REDACTED] phone relaying the conversation with [REDACTED].
19 Mar 19		Not satisfied with leaving a voicemail, DN reached out and connected with [REDACTED]. [REDACTED] indicated that she has been taking the [REDACTED] and is satisfied at this point. [REDACTED] did mention that the driver has jokingly tried to coax a raccoon that was on the side of the road to come on the bus and that she did hear him ask a female rider that was wearing ripped jeans "what happened to your jeans." When DN asked if these were concerns that she would like to address or if she was satisfied, [REDACTED] said she was satisfied. DN also spoke with [REDACTED], who mentioned no concerns and that she was riding the bus. She was satisfied with the outcome.